

**CITY OF RICHARDSON
POLICY AND PROCEDURE**

**APPLICANT GRIEVANCE PROCESS
FOR
DISPUTED REPORTS OF CRIMINAL HISTORY**

The City of Richardson has adopted an internal grievance procedure for providing prompt and equitable resolution of complaints alleging inaccurate reports of criminal history received from the Texas Department of Public Safety.

1. Complaints must be **filed in writing, and signed and dated**. The complaint must contain the name of the person alleging the inaccuracy, his/her current mailing address, and the position title for which he/she applied. Complaints must be addressed to:

City of Richardson
Director of Human Resources
P.O. Box 830309
Richardson, Texas 75083-0309
2. **Complaints should clearly state the nature of the inaccuracy. Include all names, dates, and locations pertinent to investigating the alleged inaccuracy.**
3. A written complaint must be filed with the City's Human Resources office **within two (2) business days of the notification to an applicant of their disqualification for employment based on the criminal history report received**. Facsimile copies transmitted (to 214 952-0871) for purposes of meeting this time requirement will be accepted only if clearly decipherable.
4. An appropriate investigation shall follow receipt of a written complaint. This procedure contemplates informal but thorough investigations, affording all interested parties an opportunity to submit evidence relevant to a complaint.
5. **If an applicant disputes that a record is his/hers, the applicant may contact the D.P.S. in Austin, Texas, to apply for a fingerprint search (cost to be paid by applicant)** to prove absolutely whether the applicant is the person indicated on the report.
6. A written determination of the validity of the complaint shall be communicated to the applicant in writing, to the address provided in the complaint. This resolution shall be issued no later than 30 days following receipt of the complaint.
7. The Human Resources Department shall retain all applicant records and complaint files regarding this matter.

original signed by Phyllis Stadler

10-02-95

Phyllis Stadler
Director of Human Resources

Date